

Health Advantage

A Guide to The Wisconsin Medicaid Supplemental Security Income (SSI) Managed Care Program



Dane County

Questions? Call toll free (800) 291-2002
(Español and Hmong translated)

Department of Health and Family Services
Division of Health Care Financing

If you have a legal guardian, please pass this information package along to that person, or call them to let them know that important information has arrived.

[English]

For help to translate or understand this document, please call 1-800-291-2002.

[Español]

Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-800-291-2002.

[Russian]

Если вам не всё понятно в этом документе, позвоните по телефону 1-800-291-2002.

[Hmong]

Yog xav tau kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau 1-800-291-2002.

[Laotian]

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[Hearing Impaired]

For help to understand this document, please call TDD/TTY 1-800-291-2002.

Why SSI Managed Care in Wisconsin?

Your health is important. The Wisconsin Medicaid Supplemental Security Income (SSI) Managed Care Program is a way to provide Medicaid benefits to the SSI population. You may have the opportunity to be involved in a comprehensive health care system in Dane County called Health Advantage. This is a community-based health plan that gives you access to a wide range of services that address both your medical and community service needs. This special health plan considers you a valuable partner in making choices about your health and community service needs.

The following groups of the SSI population will be served through Health Advantage, including adults age 19 or older who are:

- Physically Disabled
- Mentally Ill, and/or have a Substance Abuse Disorder
- Elderly

This booklet will:

- Help you determine if you are eligible to become a member of Health Advantage.
- Introduce you to this new integrated health care system.
- Provide you with information about how to apply.
- Guide you in getting information to help you make decisions.



Call the Enrollment Specialist Today! [Voice/TDD/TTY] (800) 291-2002

Tell Me More About Health Advantage

Health Advantage is a coalition of local community-based organizations that have joined together to provide health care services that can help you to live independently. Health Advantage has a large network of quality providers to serve you and will help you find the services that best meet your needs. Health Advantage is available to provide you with up-to-date information so you can make informed decisions about your service and health care needs.

Can I become a member of Health Advantage?



Do you receive Supplemental Security Income (SSI) or SSI-related Medicaid?

Do you have a “Forward” Card like this one?

You may become a member of Health Advantage if you:

- Live in Dane County,
- Are age 19 or older,
- Have a “Forward” card and receive Medicaid and Supplemental Security Income (SSI) or receive SSI-related Medicaid because of a disability determined by the Disability Determination Bureau.



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There are special situations where you **may not** join Health Advantage.
You **may not** join if you:

- Are living in an institution or nursing home, or
- Are participating in the Home and Community Waivers Program also called CIP or COP-W.
- Have a diagnosis of mental retardation.

May I join Health Advantage?

The letter in your enrollment packet tells you if you may join. If you are not sure, **call the Enrollment Specialist at 1-800-291-2002.**

Most people who get this booklet may join and become a member of Health Advantage to get their Medicaid health care benefit.

You may disenroll at any time if you:

- Have a Medicare card in addition to Medicaid, or
- Are in the Medicaid Purchase Plan (MAPP).

If you do not join this program, you will continue to receive services under regular (fee-for-service) Medicaid.



What are the benefits of joining Health Advantage?

Health Advantage will provide you with quality health care and support services that can change as your needs change. Health Advantage will provide you with health care information, counseling, and education about the options you have to make informed decisions about your health care. They will help you choose doctors and other health care providers that meet your individual needs. You will qualify for the same services that you do under regular Medicaid including:

- Doctor visits and hospital care
- Eye care including eye glasses
- Outpatient and emergency care
- Drugs
- Mental health services including Community Support Program and Targeted Case Management services
- Medical supplies and equipment
- Substance abuse (alcohol and other drug abuse) services
- Dental care
- Physical and occupational therapy
- Home health services
- Speech, hearing and language disorder services
- Personal care services



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When you join Health Advantage, you also receive:

- A review of your medical and community service needs.
- A personal health care plan that includes both medical and community services.
- Health Care Coordination to help you arrange for your care and services.
- **No co-payments** for services and prescriptions covered by the plan.
- Transportation arranged by Health Advantage to-and-from appointments for Medicaid covered services.
- Help choosing a doctor, hospital, or dentist near your home.
- Help finding the right health care services.

What is Health Care Coordination?

Health Care Coordination is another benefit that brings together the services of your primary doctor, specialty doctor, and community agencies. Health Care Coordination helps people with special health care needs get the best possible care.

You will have a specially trained Health Care Coordinator to help you with getting the best care. **In partnership with you**, the Health Care Coordinator will:

- Talk with you to better understand your health care needs.



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- Develop a personal health care plan that fits your needs and values. Together, you will identify the services that will help you the most.
- Help you with referrals to specialty doctors and other services.
- Arrange transportation to and from medical appointments.
- Help you make doctors' appointments if you need help.
- Coordinate your medical care with other community services you need and use, such as county services, housing, or public health.



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What is the difference between regular Medicaid and the Managed Care Program?

Regular Medicaid (Fee-For-Service)	Health Advantage
You can see any providers and hospitals that take Medicaid.	You must see providers and hospitals that are in the provider network. Please see a summary of providers on page 19.
It may be hard to find doctors who accept Medicaid.	Health Advantage will help you find the providers you need.
You may not have one primary doctor or nurse who keeps track of all of your health care.	You choose one doctor or nurse who keeps track of all of your care. This is your primary care provider .
You do not need a referral from your doctor to see a specialist.	You may need a referral from your doctor to see a specialist.
If your doctor is not available evenings or on weekends, you must find another doctor to give you care.	If your doctor is not available evenings or on weekends, the Health Advantage 24-hour telephone number will help you get care.
You may be responsible for co-payments for some medical services.	Members do not have to pay co-payments for covered medical services.
You are responsible for finding services that meet your health care needs.	Care Coordinators will evaluate your health care needs, and then create a plan that meets your special needs. They will help you get the health services you need and connect you to other services.
You must go through the county to receive Community Support Program (CSP) and Targeted Case Management services for your mental health needs.	Community Support Program (CSP) and Targeted Case Management services will be provided by Health Advantage as part of providing for your overall primary health and mental health care.



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What should I know before I join Health Advantage?

Ask your health care providers if they belong to the Health Advantage.

Your health care providers include your:

- Primary care doctor
- Mental Health provider
- Specialty doctor
- Personal Care provider
- Home Health Care provider
- Hospital
- Pharmacist

Knowing that Health Advantage accepts your health care providers will make you more comfortable with joining! During the first two (2) months of enrollment, Health Advantage will pay bills for any health care provider that you see even if they are not already in the network. Health Advantage will then make every attempt to contract with your preferred health care providers.

Call the Enrollment Specialists at 1-800-291-2002. They will help you find out if your provider is part of the Health Advantage provider network.



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What happens after I sign up with Health Advantage?

You will get a membership packet that will tell you more. The membership packet lists the doctors, hospitals, and clinics that belong to Health Advantage. It will also explain the services that Health Advantage provides. Call Health Advantage to:

- ✓ Find out the doctors and clinics you can use.
- ✓ Pick or change your primary care provider.
- ✓ Set up a date for talking with you Health Care Coordinator.
- ✓ Report if you need emergency or urgent care.

If you are not satisfied with the services, doctors, hospitals, or clinics provided by Health Advantage, **call the Enrollment Specialist** at 1-800-291-2002. The Enrollment Specialist can help you take the next step.

Can I leave Health Advantage and go back to regular Medicaid?

You will be given approximately six (6) weeks to choose between Medicaid fee-for-service and managed care (Health Advantage). If you do not choose, you will be enrolled into Health Advantage. After enrollment into Health Advantage, you will have an additional 90 days to opt out of the program. After the 90-day opt out period, if you do not choose to go back to fee-for-service, you will have to remain in Health Advantage for 9 months.



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After a full year of enrollment (12 months), you may go back to regular Medicaid at any time.

If you want to go back to regular Medicaid, call the **Enrollment Specialist at 1-800-291-2002**. The Enrollment Specialist can tell you when your regular Medicaid coverage will begin.

Get In Touch

Need help? Call the Enrollment Specialists at 1-800-291-2002! The Enrollment Specialist can:

- Find out if your doctor, hospital, or clinic belongs to the Health Advantage.
- Help you join over the telephone.
- Answer your questions about how the Health Advantage works.

How do I sign up for Health Advantage?



You may fill out the enrollment choice form in your enrollment packet and send it in to the address on the form.



You can call the Enrollment Specialist at 1-800-291-2002 and join over the telephone.



You can meet with the Enrollment Specialist face-to-face. Call 1-800-291-2002 for details.



Call the Enrollment Specialist Today! [Voice/TDD/TTY] (800) 291-2002

You Have Rights!

As a member of a Wisconsin Medicaid Supplemental Security Income (SSI) Managed Care Program – Dane County, you have important rights:

- You have the right to information about Health Advantage and how it works.
- You have the right to ask questions and to file complaints and appeals.
- You have the right to fair treatment.

Assistance for People with Disabilities

People with disabilities have the right to receive assistance. The health care providers in Health Advantage must assist people with disabilities. The Americans with Disabilities Act (ADA) guarantees this right. This means the doctor's office or hospital must be easy to enter and exit. Your Health Care Coordinator can make sure the doctor's office or hospital meets your needs.

Assistance for People Who Are Deaf or Hard of Hearing

The health care providers in Health Advantage must provide interpreter services for people who are deaf or hard of hearing.

Assistance for People Who Speak Different Languages

The health care providers in Health Advantage must provide interpreter services for people who speak different languages.



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Assistance for People Who are Blind or Visually Impaired

If you are blind or visually impaired, you can get a copy of Health Advantage member handbook and other information in Braille or on audiotape.

You Also Have Responsibilities

To get the best health care, you have to be responsible for:

- Telling the doctors and nurses how you feel.
- Getting medical care when you need it.
- Following your care plan which may include taking prescriptions.
- Following Health Advantage rules for getting health services.
- Keeping the appointments you make.
- Asking questions with your doctor and Health Advantage Care Coordinator.
- Telling Health Advantage what you think so that they can help you get the best health care.

If You Have Problems or Questions

If you have questions or problems about your doctor, your health care, or Health Advantage we want you to know what to do. There are people that will help you get the health care you need. There are also many ways to solve problems and answer questions. Here are some examples of problems or questions you may have:

- Being refused care or unable to get an appointment.



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- Unable to see the doctor of your choice or a specialty doctor.
- Unable to find someone who speaks your language.
- Unhappy with the health care provider's attitude.
- Not getting help when you call the Health Advantage's toll free telephone number-(888) 459-5255.
- Being denied medically necessary equipment or services.
- Getting a bill that Health Advantage should pay.

If these questions or problems happen to you, you can make things better. See **Who to Call for Help** on the following pages.



Call the Enrollment Specialist Today! [Voice/TDD/TTY] (800) 291-2002



Who to Call for Help

If you need help with enrollment into Health Advantage call:

Enrollment Specialist

[Voice/TDD/TTY] 1-800-291-2002

If you have questions about the health care services Health Advantage provides, call their Member Services:

(608) 242-8335

(888) 459-5255

If you have problems getting services while you are enrolled in Health Advantage call the Health Advantage **Advocate**:

(608) 242-8335

(888) 459-5255

If you have a complaint or grievance with Health Advantage call:

Medicaid Managed Care Ombudsman

(800) 760-0001

If you lose your Wisconsin Medicaid Forward card call:

Recipient Services

(800) 362-3002



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Who to Call for Help, continued

If you need help with your Medicaid eligibility call:

Dane County Economic Support

(608) 242-7400

Social Security Administration

(800) 772-1213



Call the Enrollment Specialist Today! [Voice/TDD/TTY] (800) 291-2002

The following section will help you decide if you should join Health Advantage for your health care needs.

Information about Health Advantage may have changed since printing. Call (800) 291-2002 for the latest information.



Call the Enrollment Specialist Today! [Voice/TDD/TTY] (800) 291-2002

This section will help you decide if you should join Health Advantage for your health care needs.

Many people living in Dane County who receive Medicaid and Supplemental Security Income (SSI) or receive SSI-related Medicaid because of a disability determined by the Disability Determination Bureau have the option of joining Health Advantage.

This section describes the health care services that Health Advantage offers. Please read the information carefully before you join. When you join Health Advantage you must receive your health care services from their health care providers. Take time to answer these questions before you join Health Advantage:

- Do your primary doctor, specialty doctors, and clinic belong to Health Advantage?
- Do your dentist, eye doctor, and mental health provider belong to Health Advantage?
- Do the hospital and pharmacy you like to use belong to Health Advantage?
- Does Health Advantage offer any special health care services you need?
- What hours are the doctors, clinics, and other providers open that belong to Health Advantage? Do any of them have evening hours?



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- Do you have other insurance, like Medicare or coverage from your spouse? If you have other health insurance, you will be expected to see health care providers who accept that insurance as well as Health Advantage. The Enrollment Specialist can tell you how to match your enrollment with your other insurance so you can use both insurance plans.

Call the Enrollment Specialist at (800) 291-2002 [Voice/TDD/TTY]

if you need help or have questions. The Enrollment Specialist is available Monday through Friday, 7 a.m. to 6 p.m. and provides language translations for those who need it. The Enrollment Specialist can tell you if your doctors are part of Health Advantage. The Enrollment Specialist can also enroll you into Health Advantage right over the telephone or they can help you complete the Enrollment Form.



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Health Advantage, Inc.

Health Advantage is a health maintenance organization (HMO) and will be working cooperatively with Community Living Alliance and the Mental Health Center of Dane County to provide benefits. We are committed to bringing you quality health care that is coordinated with other community services you may receive. We will respect your values and beliefs, and will partner with you to provide the best services. We know that each person's needs are different, so we are working together to provide you with choices from a large network of qualified providers.



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Where can I get care?

Major Providers	
Hospitals and Emergency Care Meriter Hospital St. Marys Hospital Stoughton Hospital University of Wisconsin Hospital	Mental Health and Substance Abuse The Mental Health Center of Dane County provides coordination of mental health and substance abuse services.
Physicians and Clinics Dean Health System UW Health Physicians	For a complete listing of mental health and substance abuse providers, please call Health Advantage at 608-242-8335 and (888) 459-5255.
Specialty Providers Dean Health System UW Health Physicians	Dental Dental Health Associates Center for Oral & Maxillofacial Surgery Madison Community Health Center
For a complete listing of clinics and doctors, please call Health Advantage at 608-242-8335 and (888) 459-5255.	

General Information

Member Services: (608) 242-8335
(888) 459-5255

TTY/TDD: (888) 459-5255

Member Advocate: (608) 242-8583

Web Site: www.clanet.org
For Community
Living Alliance

www.mhcdc.org
For Mental Health Center
of Dane County



Call the Enrollment Specialist Today! [Voice/TDD/TTY] (800) 291-2002

What Pharmacies (drugstores) will fill my prescriptions?

You can fill your prescriptions at most local drugstores. Health Advantage works with a pharmacy benefits manager called PharmaStar who contracts with most drugstores in Dane County. To find out if your drugstore is in the Health Advantage call your pharmacist or Member Services at (608) 242-8335, or (888) 459-5255.

What special services are available to me?

- Access to care 24 hours a day, every day of the year.
- No co-payments for prescription drugs and other necessary services covered by the plan.
- Free transportation to-and-from your medical appointments.
- The Mental Health Center of Dane County provides special coordination of mental health services including Community Support Program and Targeted Case Management services.
- High quality dental services.
- Health education. We offer programs to help you learn more about your health and to stay healthy.

What enrollment rules must I follow?

- When you join Health Advantage you will receive a call from a qualified Care Coordinator who will design a personal health care plan with you. We expect that our members talk with their Care Coordinator and be open about their needs and preferences for services.
- We want you to have a primary care physician and will help you make a choice if you do not have one already.
- Health Advantage has a preferred prescription drug list.
- You may need a referral for certain, specialized health care services.
- You have to use the health care providers listed in our network. During the first two (2) months of enrollment, Health Advantage will pay bills for any health care provider that you see even if they are not already in our network. We will then make every attempt to contract with your preferred health care providers.



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Your Health Care Provider Information

You can write down the names and telephone numbers of your health care providers.

	Name	Telephone Number
PCP/Primary Doctor		
Dentist		
Durable Medical Equipment Provider (DME)		
Home Health Care Provider		
Hospital		
Pharmacy		
Personal Care Provider		
Specialist		
Specialist		
Specialist		

Other health care provider information:



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